

Frequently Asked Questions

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About EthicsPoint

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX Global to assist management and employees in addressing fraud, abuse, and other misconduct in the workplace, all while cultivating a positive work environment and instilling confidence and trust from the community.

Why do we need a system like EthicsPoint?

- We believe that our employees are our most important asset. By creating open channels of communication, we can promote a positive work environment and maximize productivity.
- An effective reporting system will augment our other efforts to foster a culture of integrity and ethical decision-making.
- The public trust is one of the most important tenants of City government. EthicsPoint and the Fraud Reporting Systems helps ensure transparency and follow up on any citizen concerns of fraud or malfeasance.

Reporting – General

May I report using either the Internet or the telephone?

Yes. With EthicsPoint, you have the ability to file a confidential, anonymous report via either the telephone or the Internet.

What type of situations should I report?

The EthicsPoint system is designed for members of the public or employees to report any violation of our stated Code of Core Values and Ethics, or other concern you may have.

If I see a violation as an employee, shouldn't I just report it to my manager, the Police Department, or human resources and let them deal with it?

When you observe some behavior that you believe violates our code of conduct, we expect you to report it. Ideally, you should bring any concerns forward to your direct supervisor or manager, or other member of the management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have partnered with EthicsPoint. We would rather you report anonymously than keep the information to yourself.

If I see a violation as a resident, shouldn't I just report it to City Hall or the Police Department and let them deal with it?

When you observe some behavior that you believe violates the City's code of conduct, we expect you to report it. The City strives to be transparent and ideally, you should bring any concerns forward to your direct supervisor or manager, or other member of the management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have partnered with EthicsPoint. We would rather you report anonymously than keep the information to yourself.

Why should I report what I know? What's in it for me?

We all have the right to live or work in a positive environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment. Misconduct can threaten the livelihood of the entire City.

Does the City really want me to report?

We certainly do. In fact, we *need* you to report. You know what is going on in our City - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on the City and our people. Also, offering positive input may help identify issues that can improve the workplace culture and levels of service.

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint makes these reports available only to specific individuals within the City who are charged with evaluating the report, based on the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence.

Isn't this system just an example of someone watching over me?

The EthicsPoint system concentrates on being a positive aspect of our overall philosophy, and allows us to assure a safe, secure, and ethical City. You are encouraged to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical in today's age and this is a great tool to enhance that communication.

We have carefully chosen the best reporting tool to meet our compliance obligations while maintaining a positive reporting environment.

Reporting Security & Confidentiality

Isn't it possible for my IP address to be tracked by the website and therefore record me as a reporter?

EthicsPoint does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available. In fact, EthicsPoint is contractually committed not to pursue a reporter's identity.

If you feel uncomfortable making a report on your work PC or home PC, you have the option of using a PC outside our your normal environment (such as one located at an Internet café, at a friend's house, etc.) through the EthicsPoint secure website. Many people choose this option, as EthicsPoint's data shows that fewer than 12% of reports are generated during business hours.

Can I file a report from home and still remain anonymous?

A report from home, a neighbor's computer, or any internet portal will remain secure and anonymous. An internet portal never identifies a visitor by screen name and the EthicsPoint system strips away Internet addresses so that anonymity is totally maintained. Plus, EthicsPoint is contractually committed not to pursue a reporter's identity.

Is the telephone toll-free hot line confidential and anonymous too?

Yes. You will be asked to provide the same information that you would provide in an internet-based report and an interviewer will type your responses into the EthicsPoint website. These reports have the same security and confidentiality measures applied to them during delivery.

What if I want to follow-up with my report? How can I ensure steps are being taken to address the issue I reported?

A reporter may choose to identify themselves and provide their contact information directly while making the report. This will ensure accurate information is attained or can be acquired later if needed by the investigator. Additionally, after making a report, you

will be provided a unique pass key identifying your specific report and you will create a password that can be used to follow-up on the progress of your report. The investigator will provide comments as needed through this avenue.

Tips & Best Practices

I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I bother reporting it?

The City chooses to promote ethical behavior. All unethical conduct, at any level, ultimately hurts the City, the community, and all employees of the City. So if you know of any incidents of misconduct or ethical violations, consider it your duty to the City and larger community to report it.

I am not sure if what I have observed or heard is a violation of City policy, or involves unethical conduct, but it just does not look right to me. What should I do?

File a report. EthicsPoint can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

If I am a City employee, what if my supervisor or other managers are involved in a violation? Won't they get the report and start a cover-up?

The EthicsPoint system and report distribution are designed so that limited individuals are granted access to reports. If an supervisor employee is reported through the EthicsPoint system, the ranking Director will be notified. Additionally, if the implicated individuals are those at the highest positions within the City and/or the administrators of the EthicsPoint system, the City has designed the system such that a third-party body outside the City will be notified and make necessary steps to further investigate the report.

Are these follow-ups on reports as secure as the first one?

All EthicsPoint correspondences are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

Can I still file a report if I don't have access to the internet?

You can file an EthicsPoint report from any computer that can access the Internet. You can file from home. Many public locations, including the public library, have internet computers. If you don't have access to or are uncomfortable using a computer, you can call the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.